

FIG. 1

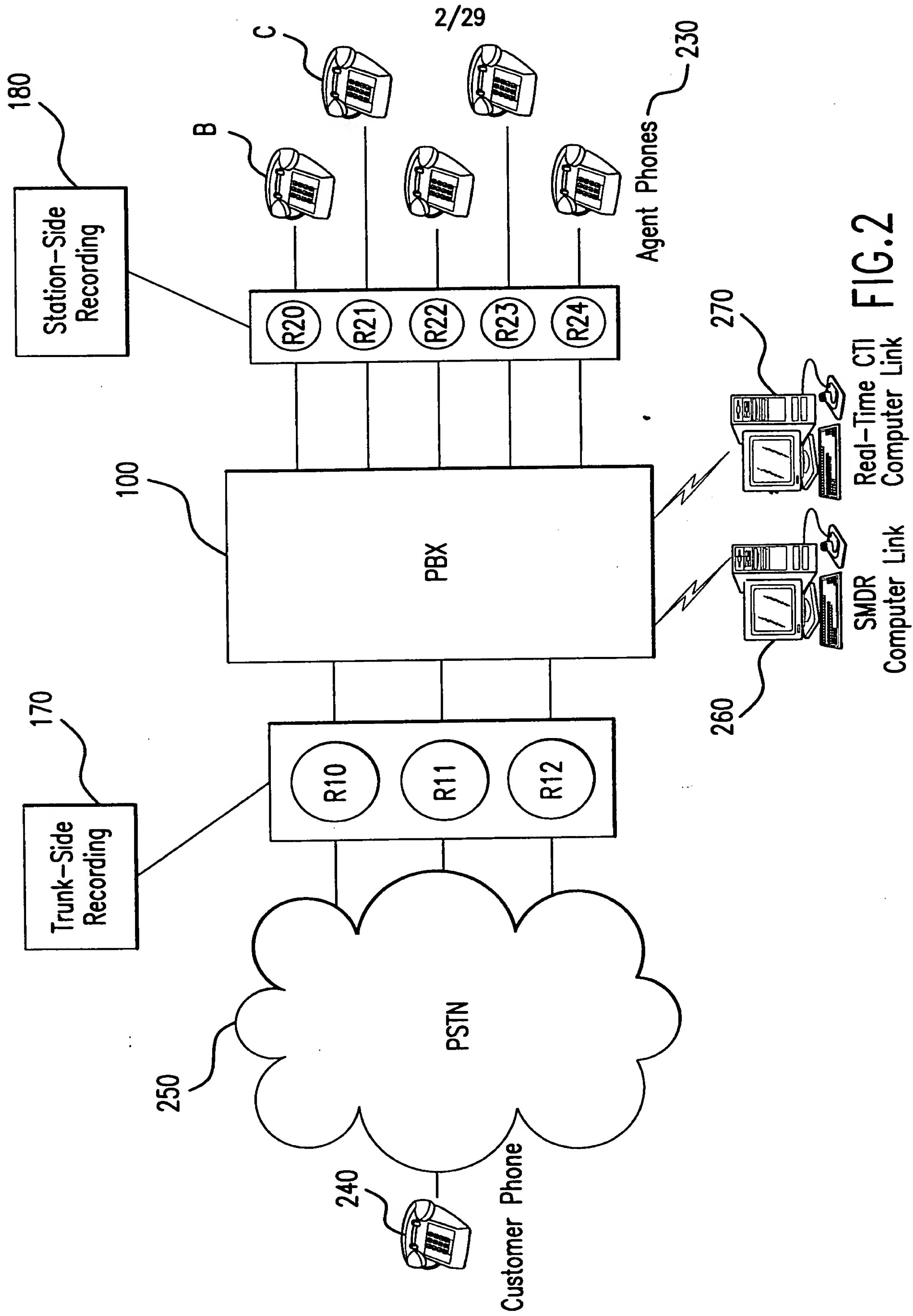


FIG.2

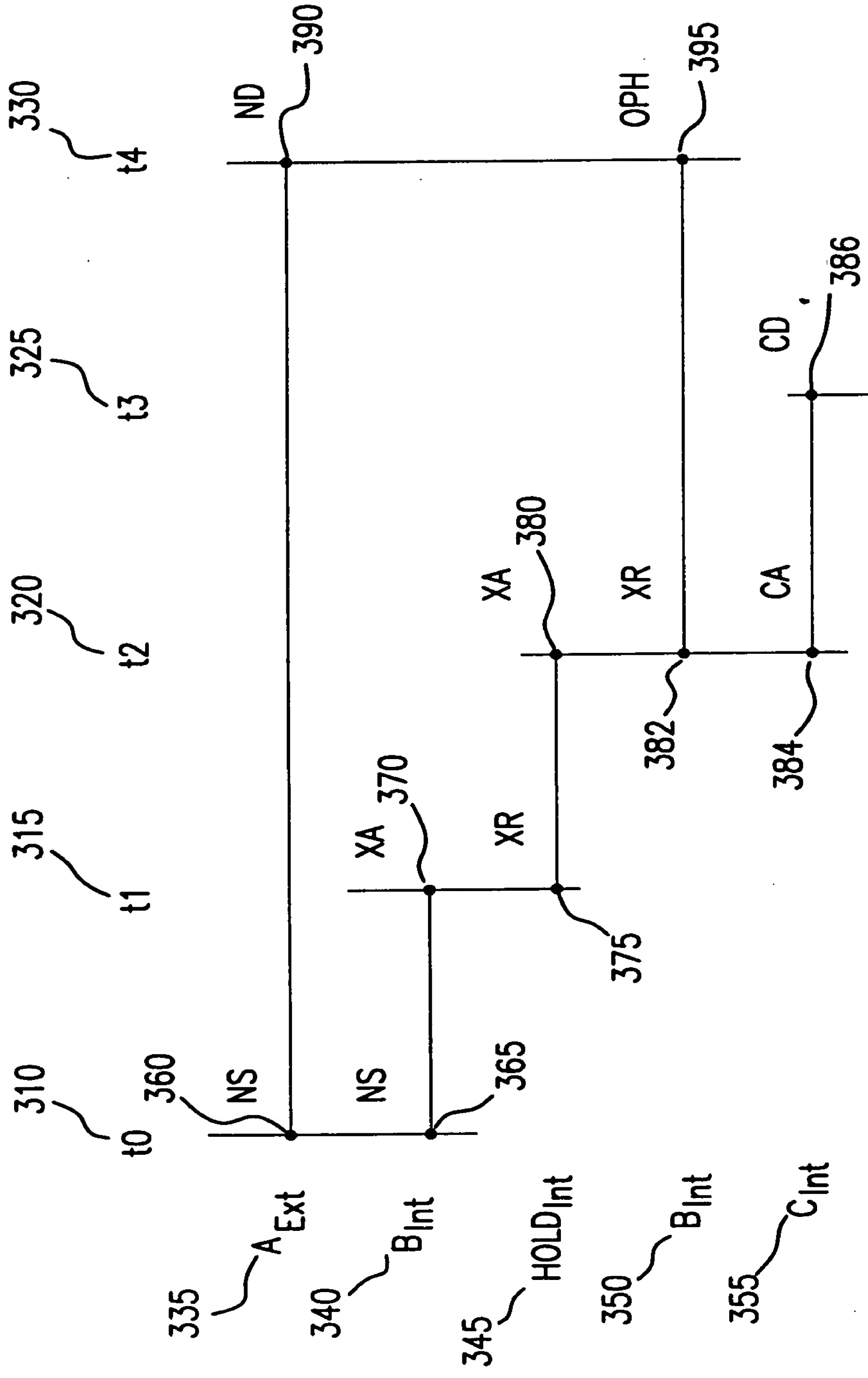


FIG. 3

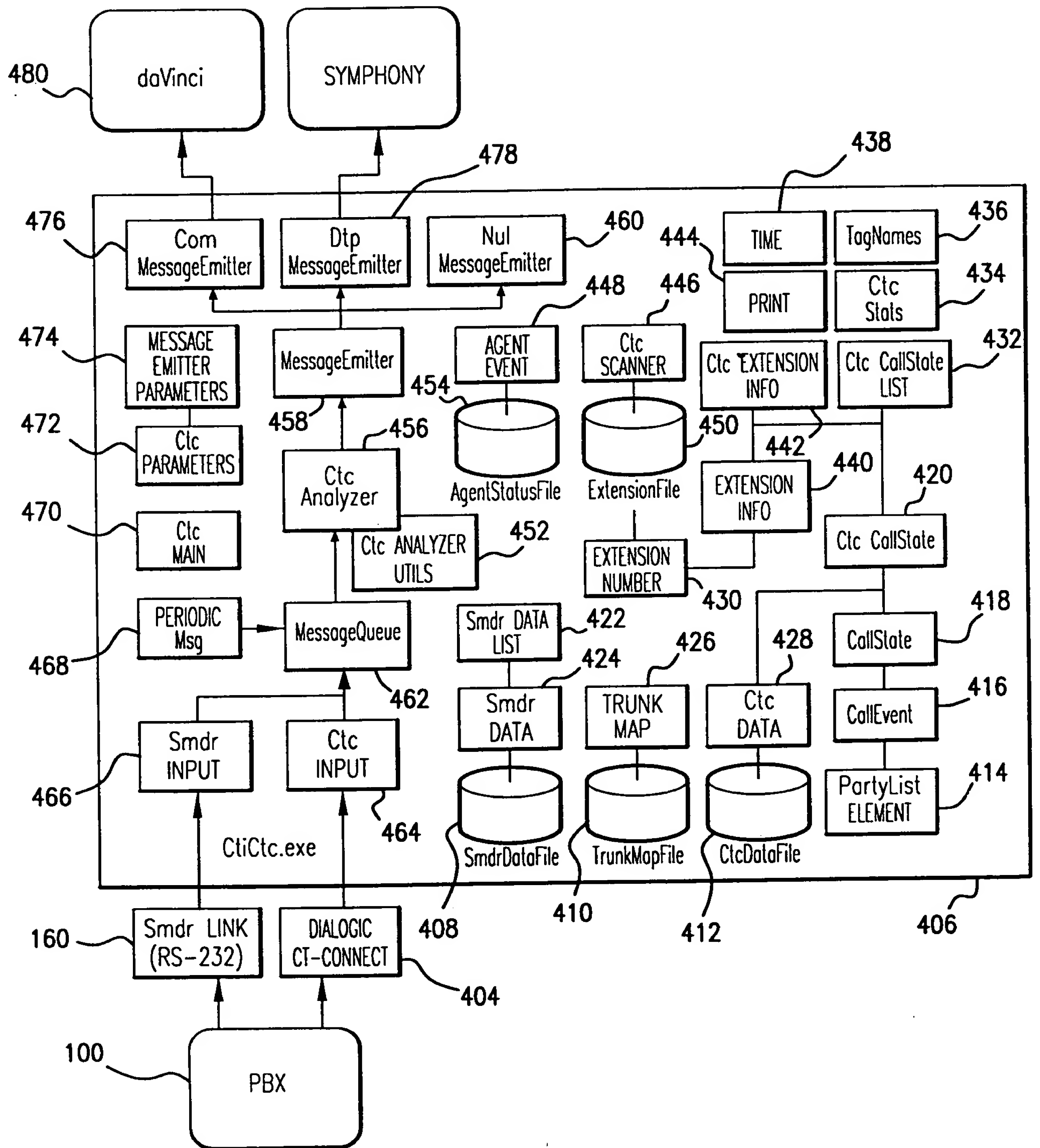


FIG. 4

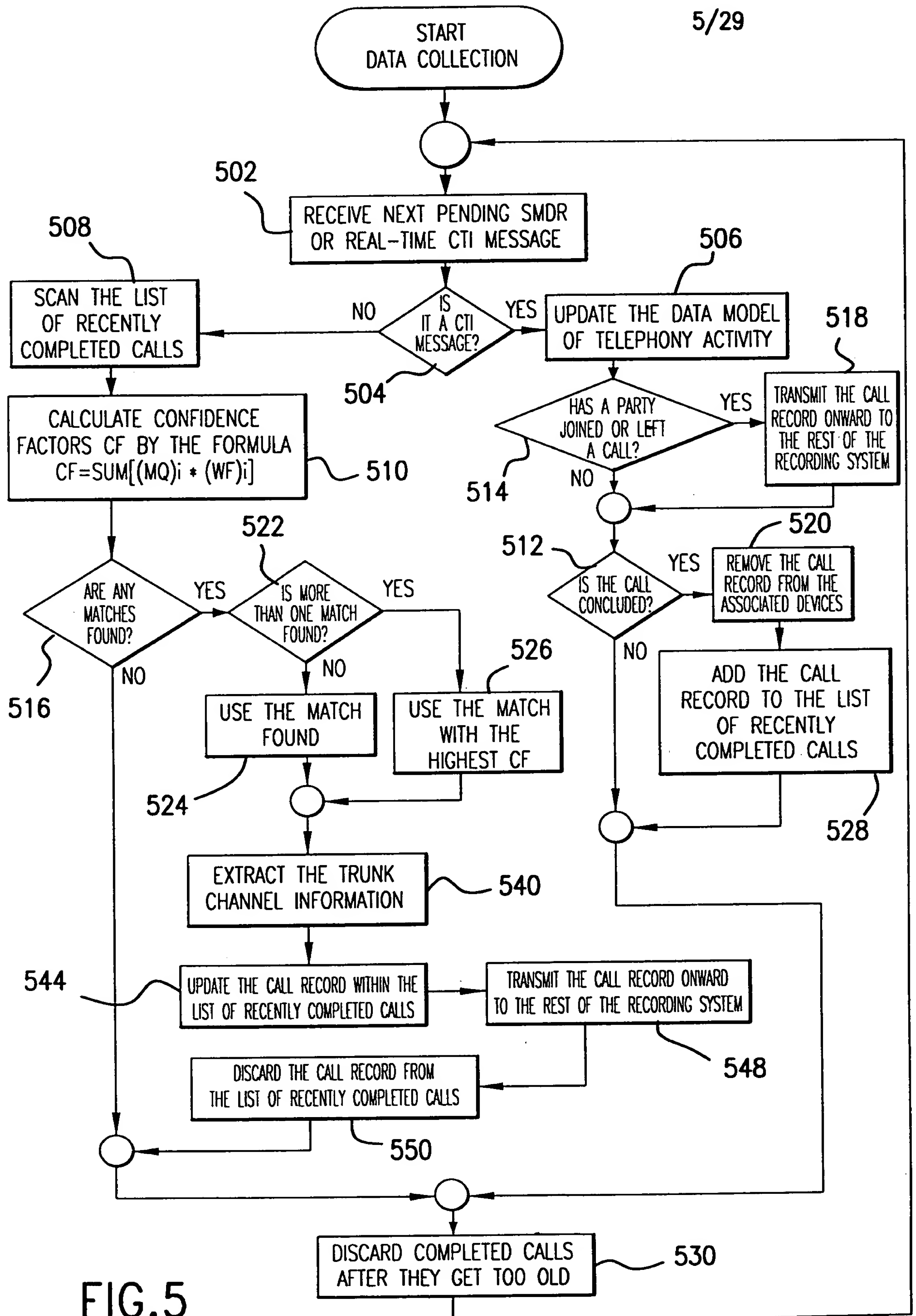


FIG. 5



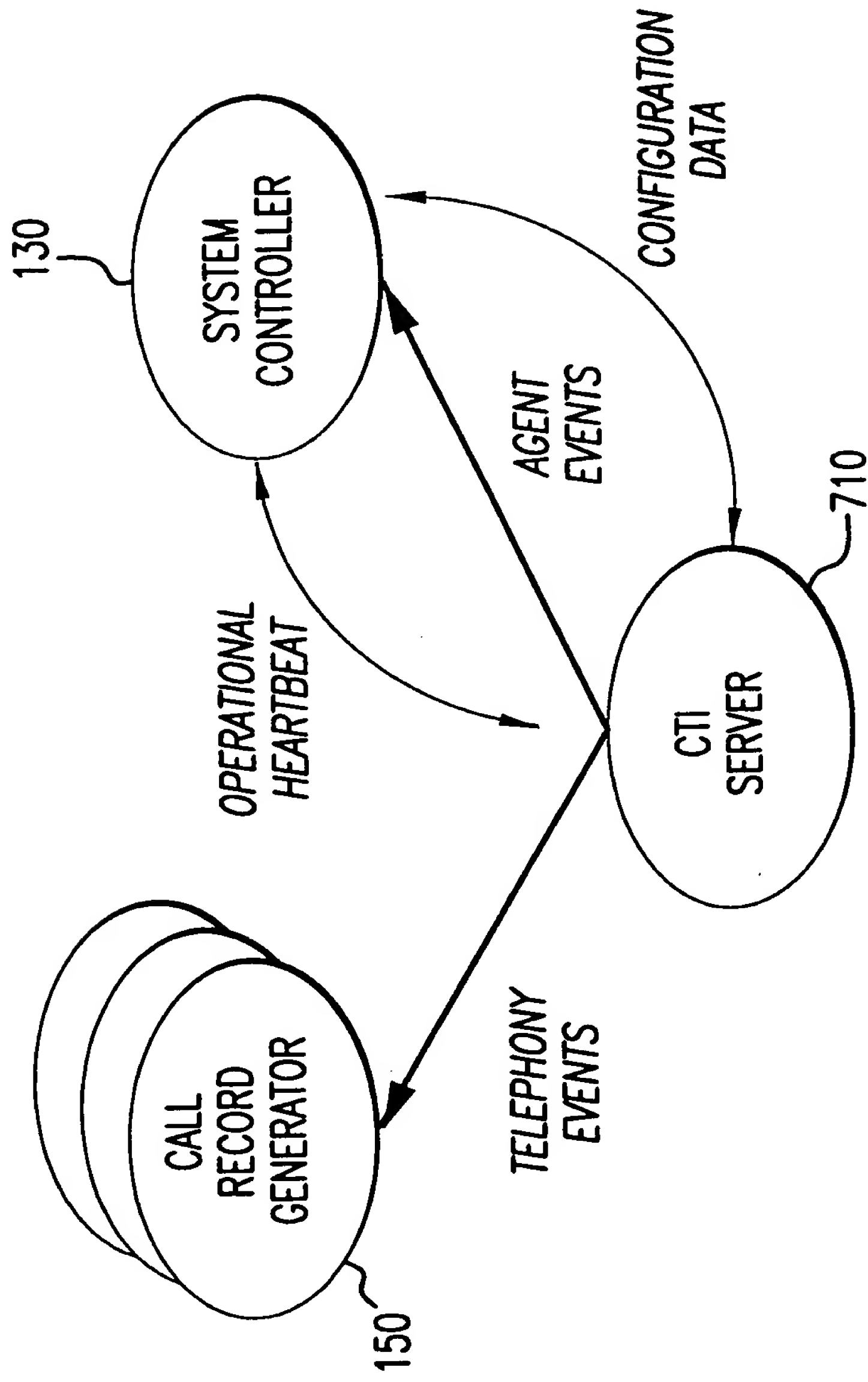


FIG.7



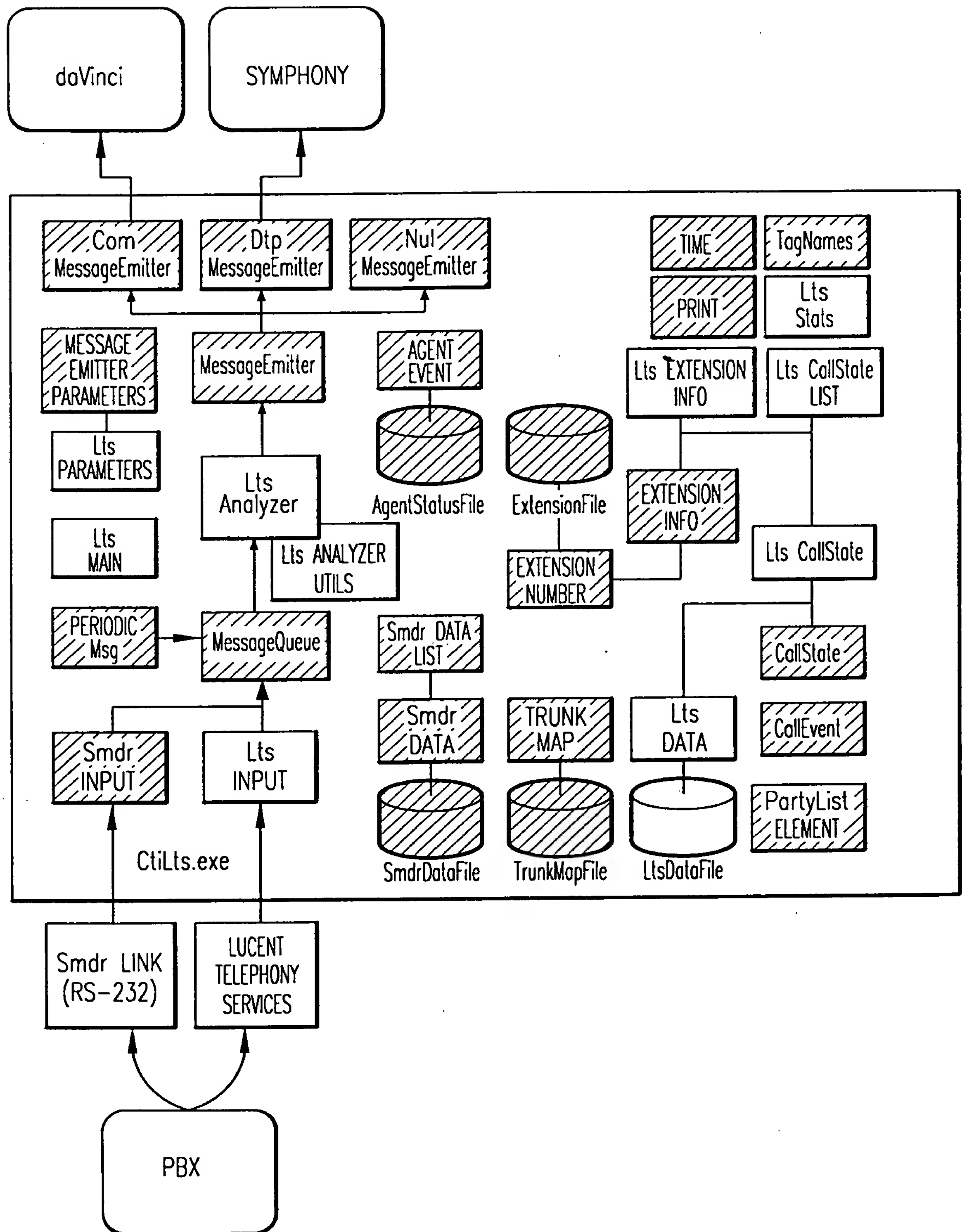
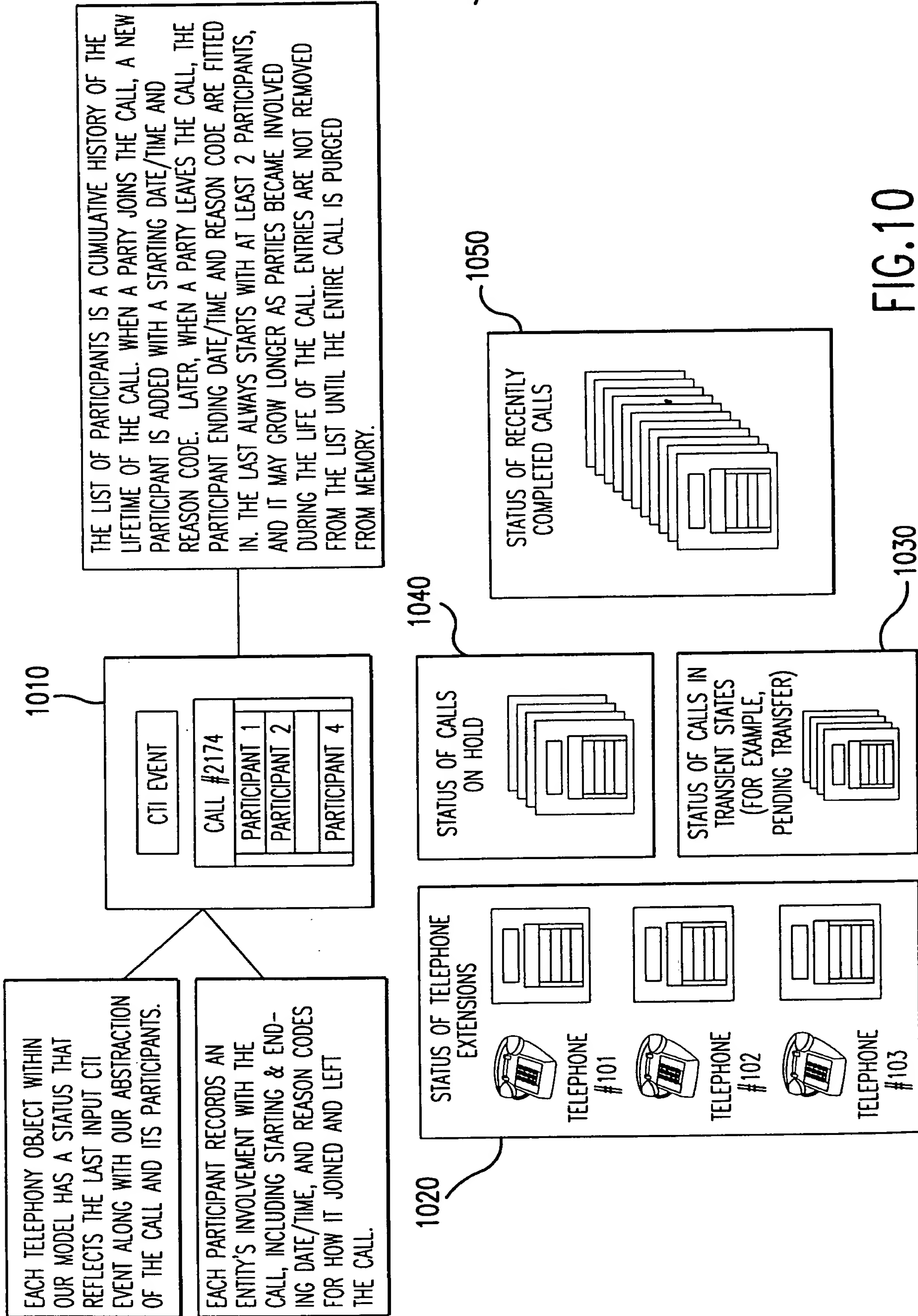


FIG.9



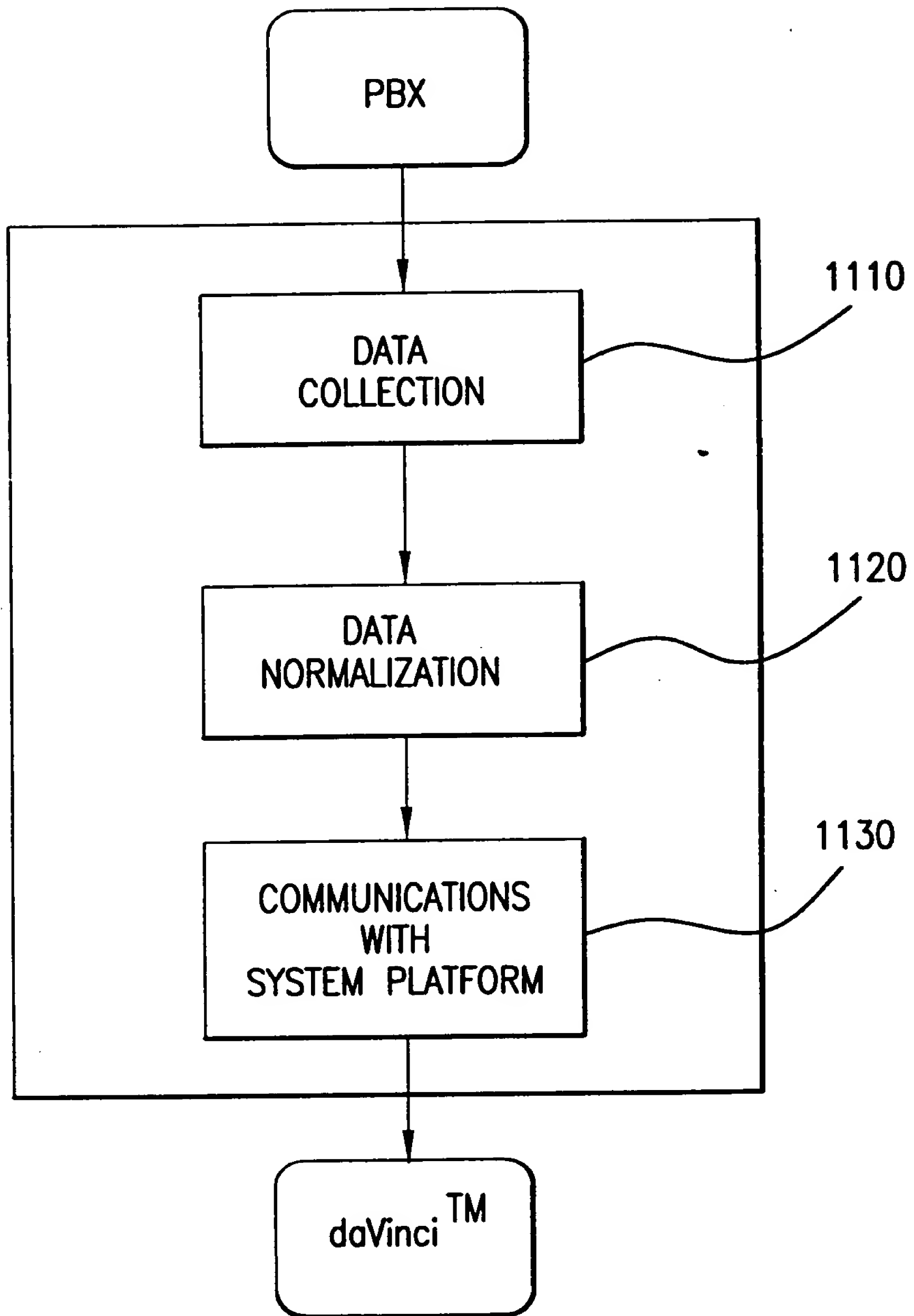


FIG.11

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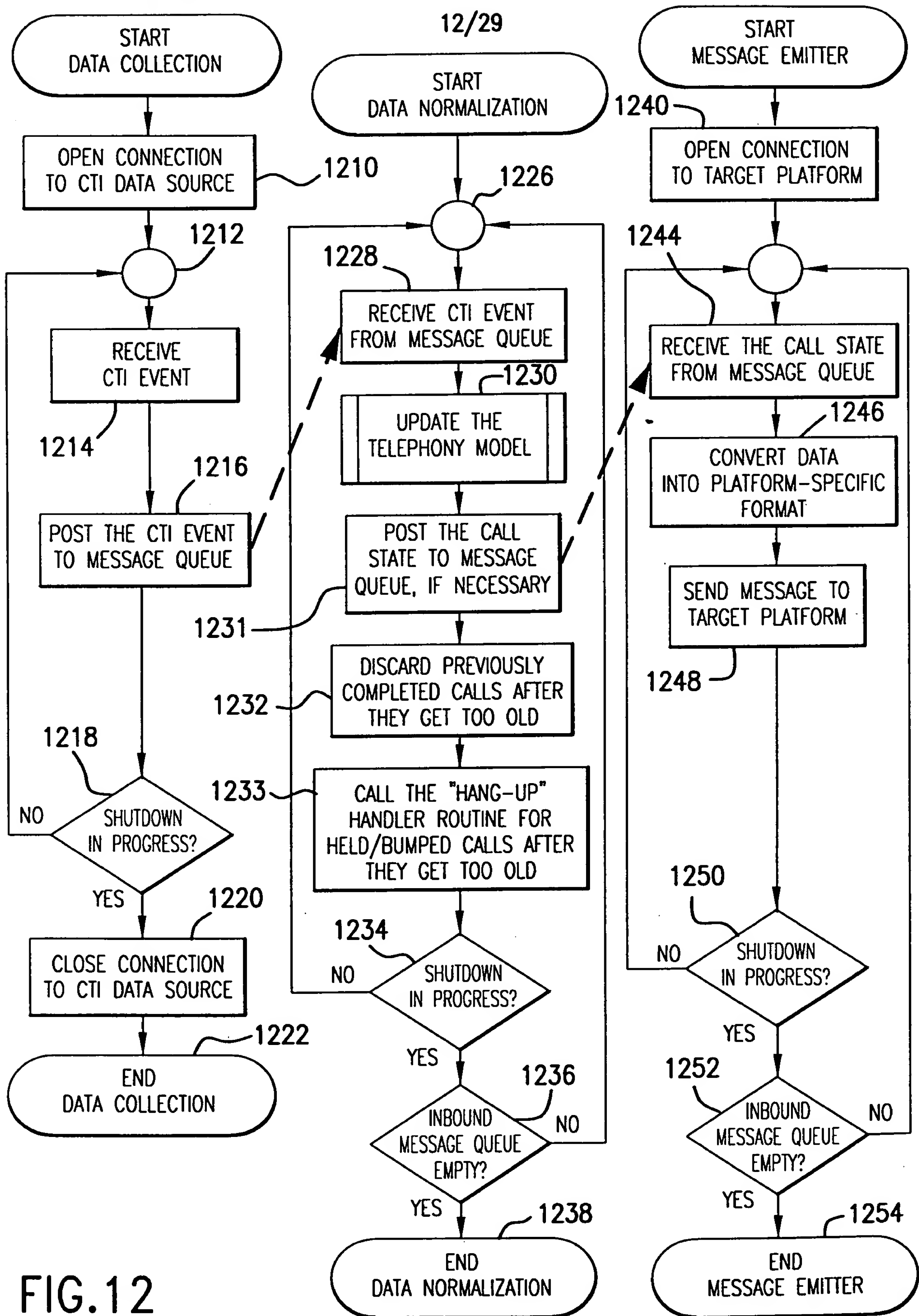


FIG.12

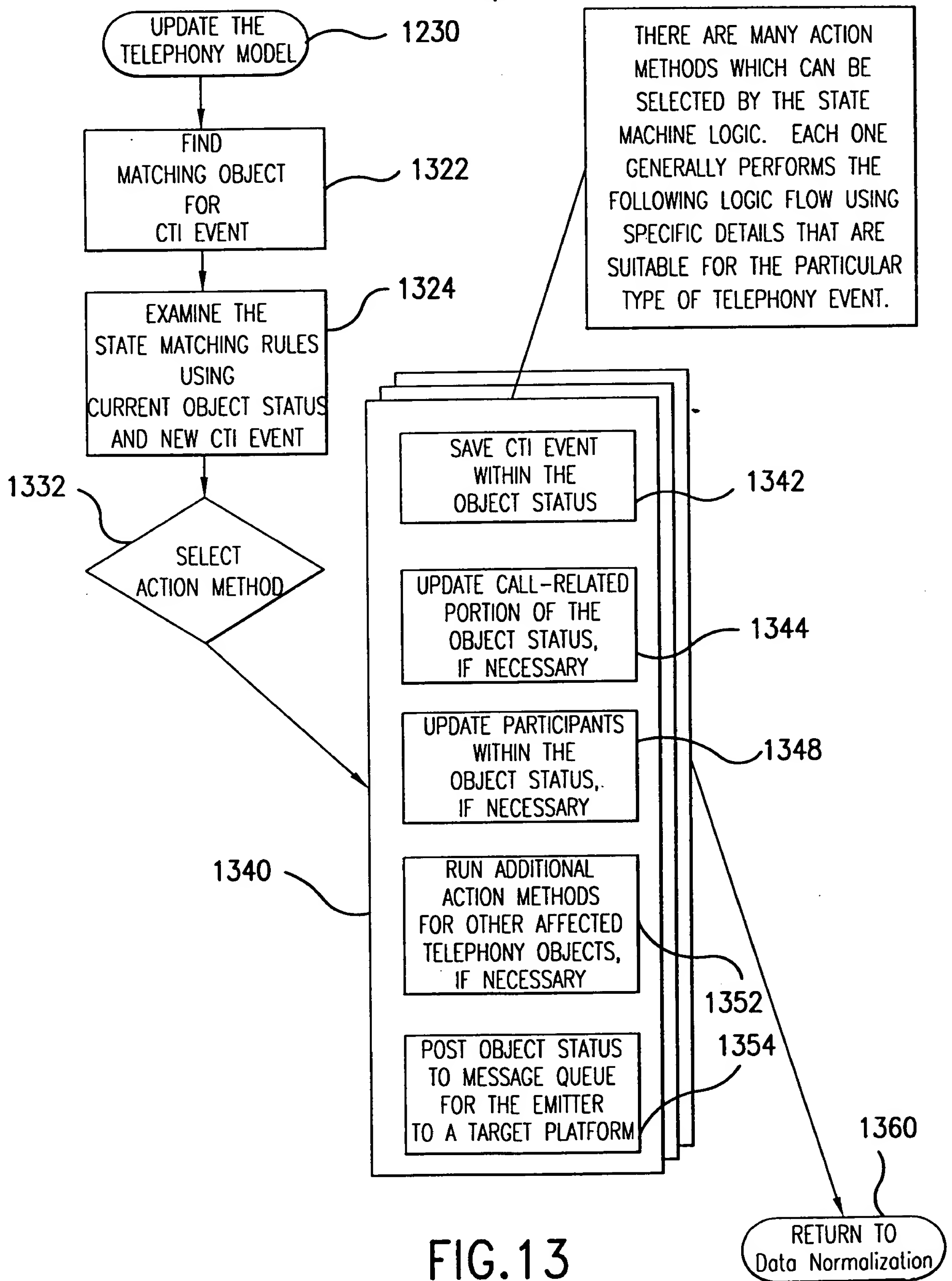


FIG.13

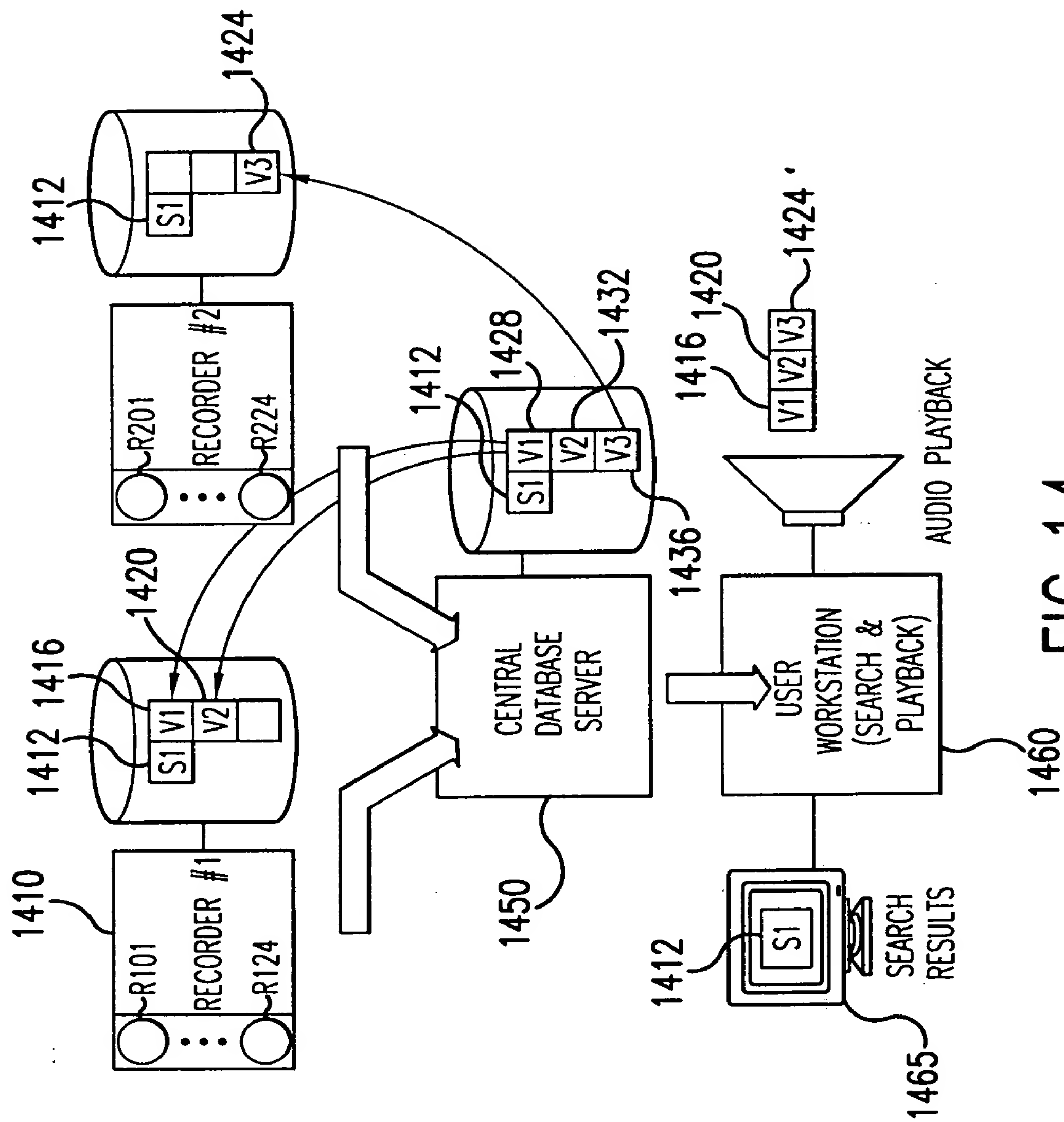
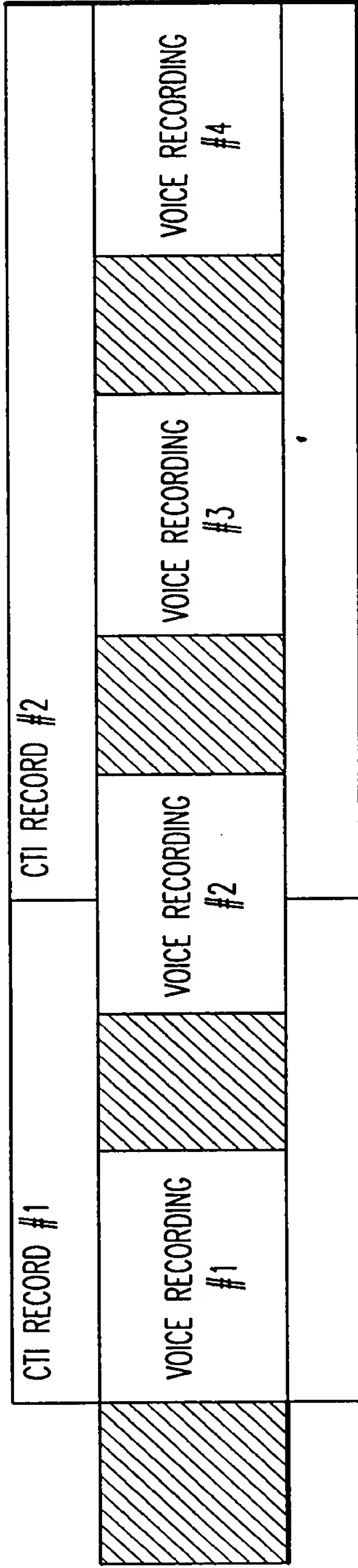
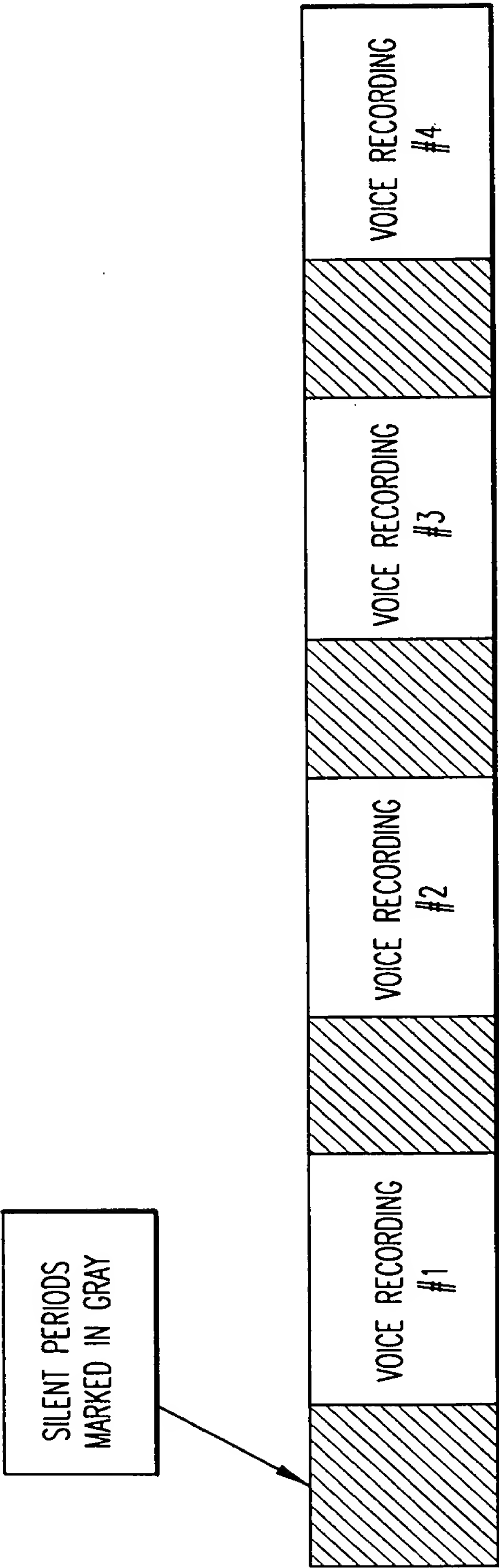


FIG. 14



CTI HELPS TO UNIFY
MULTIPLE VOICE RECORDINGS
THAT ARE PART OF A SINGLE
LOGICAL CALL

CTI HELPS TO RECOGNIZE
LOGICAL SEPARATION OF CALLS
EVEN WHEN THERE IS NO
SILENCE GAP

FIG.15

FIG. 16

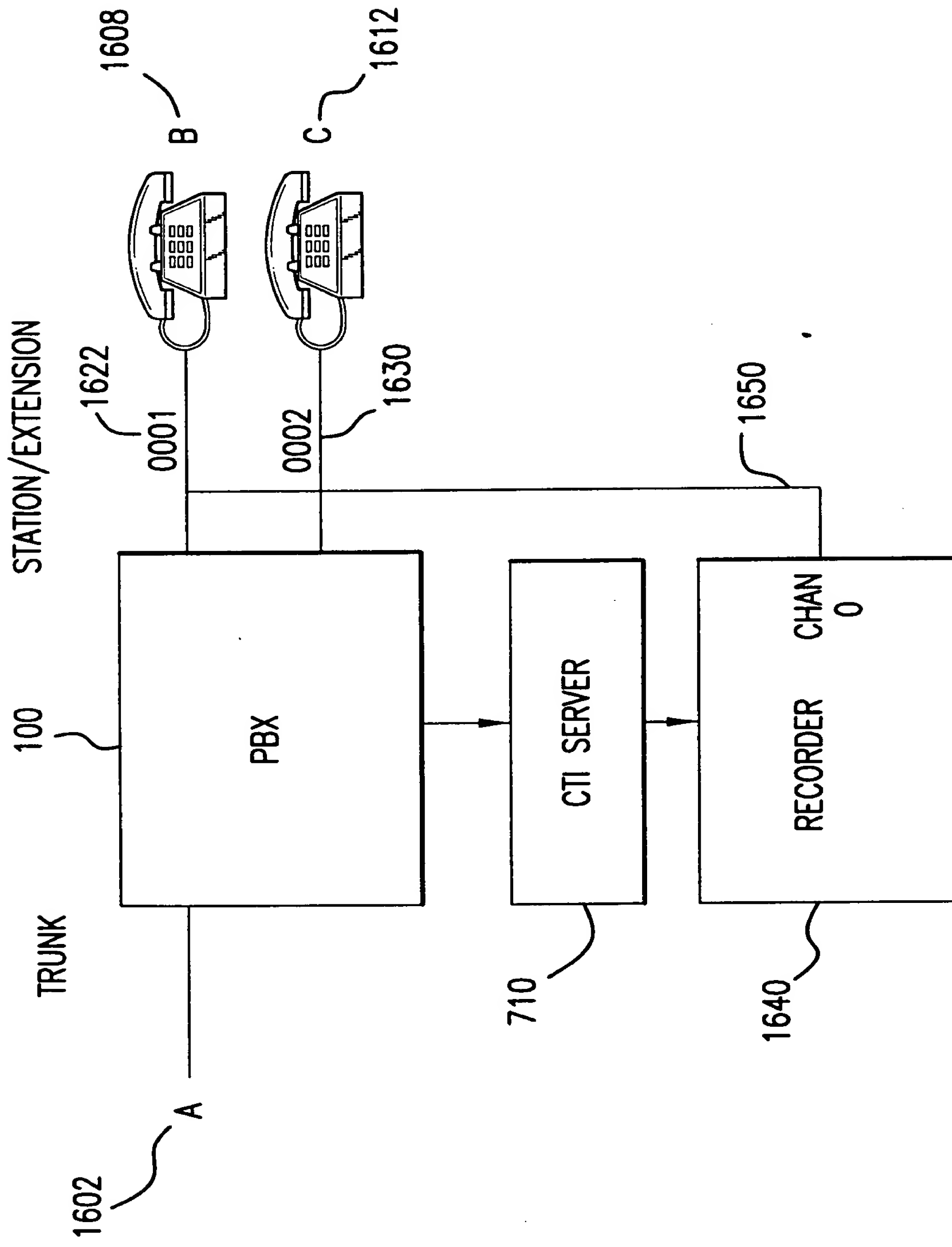


FIG. 16A

AgentId	EXTENSION	LOCATION	START TIME	END TIME	CONNECT REASON	DISCONNECT REASON
A		EXTERNAL	t ₁	t ₇	NORM START	NORM DROP
B	0001	INTERNAL	t ₁	t ₄	NORM START	Xfr AWAY
HOLD		INTERNAL	t ₄	t ₆	Xfr Rec	Xfr AWAY
C	0002	INTERNAL	t ₆	t ₇	Xfr Rec	OTHER PARTY HANGUP

FIG.16B

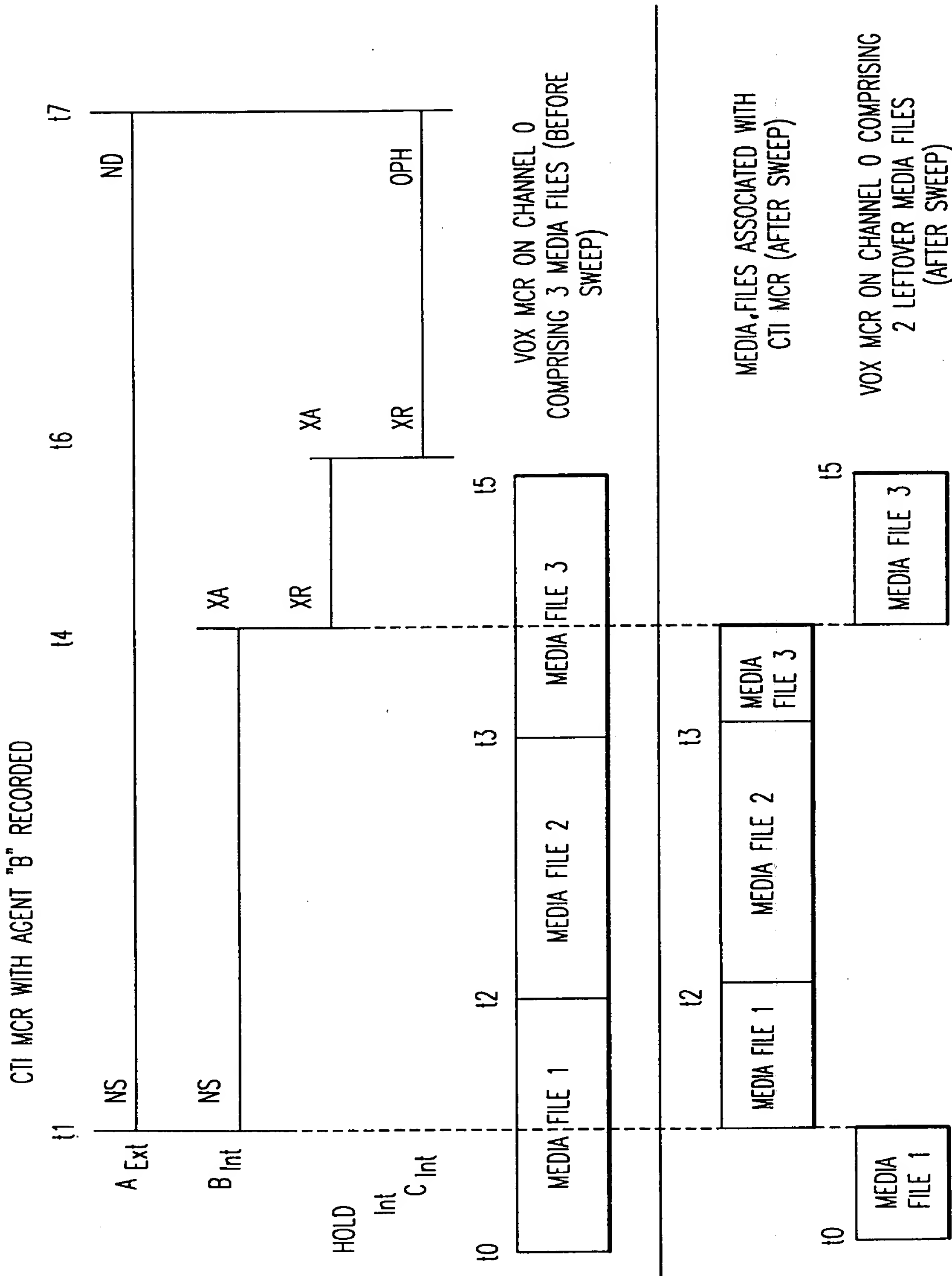


FIG.17

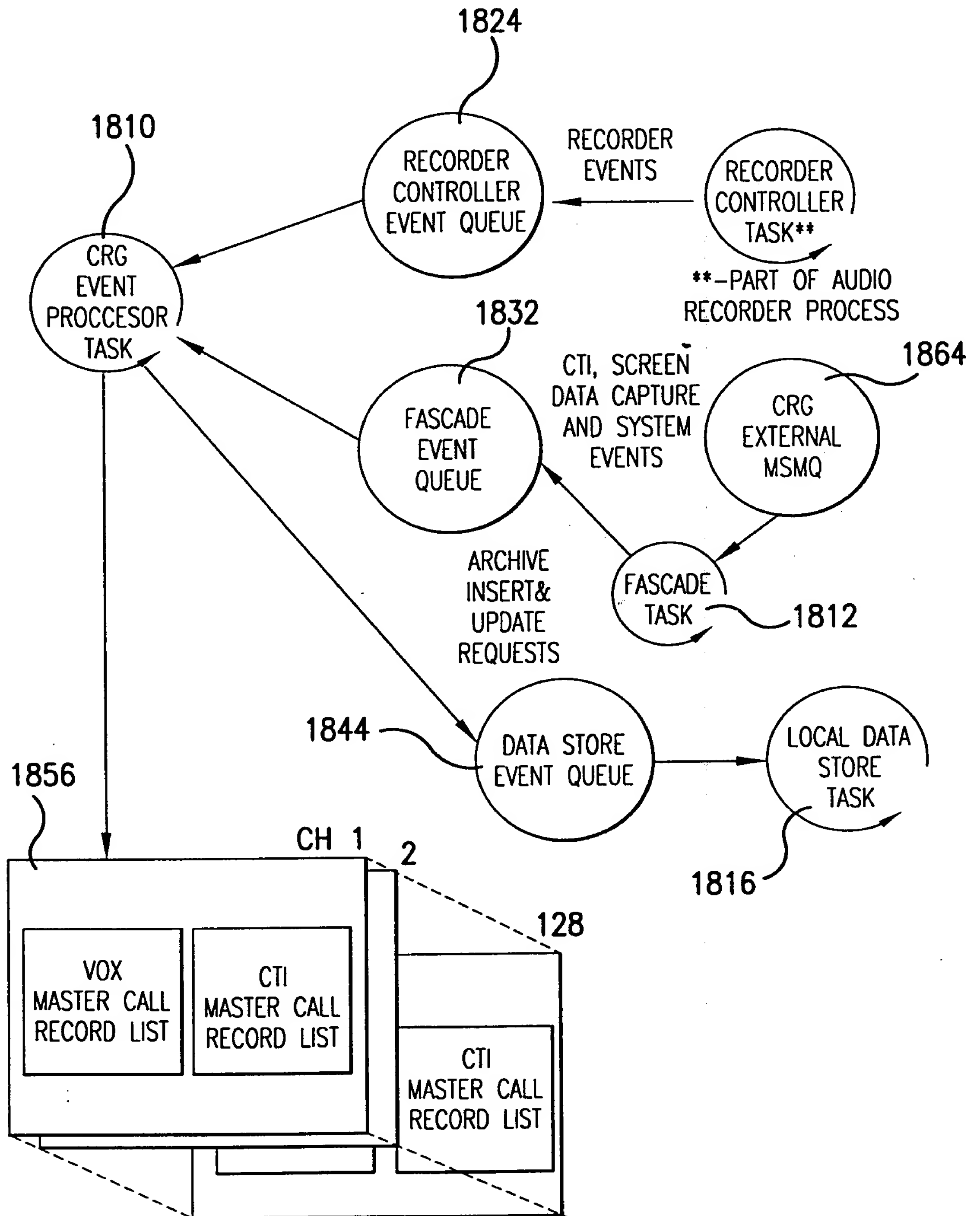
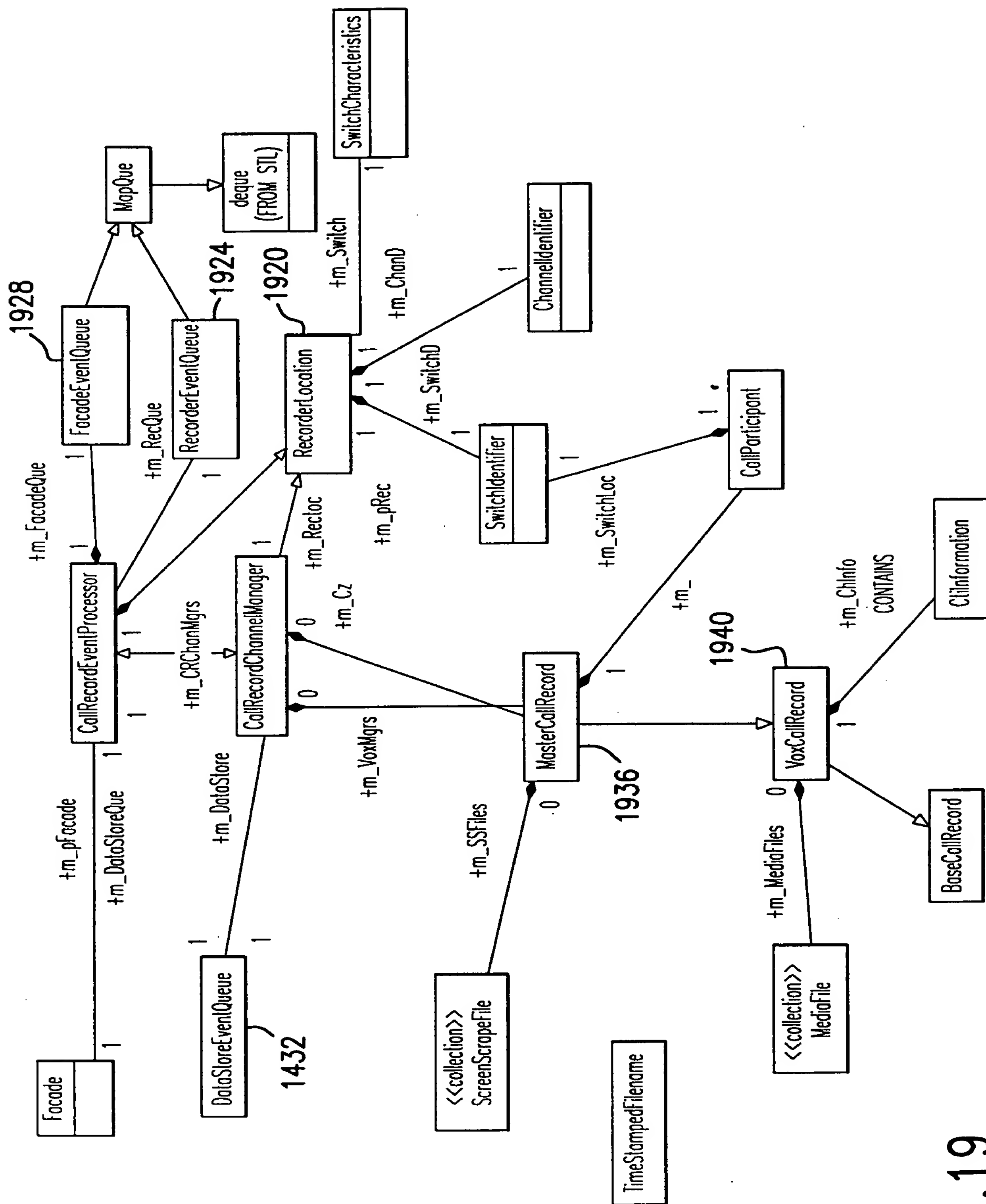
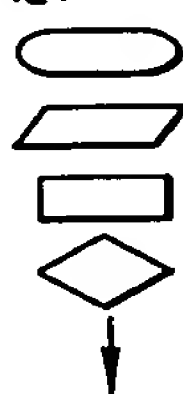


FIG. 18



STREAM CONTROL MANAGER:INITIALIZATION SEQUENCE

KEY



ENTRY/EXIT

INPUT/OUTPUT

ACTION

DECISION

FLOW

(A)

PBKCONTROLWIN OBJECT

(B)

PLAYER OBJECT

(C)

STREMCONTROL OBJECT

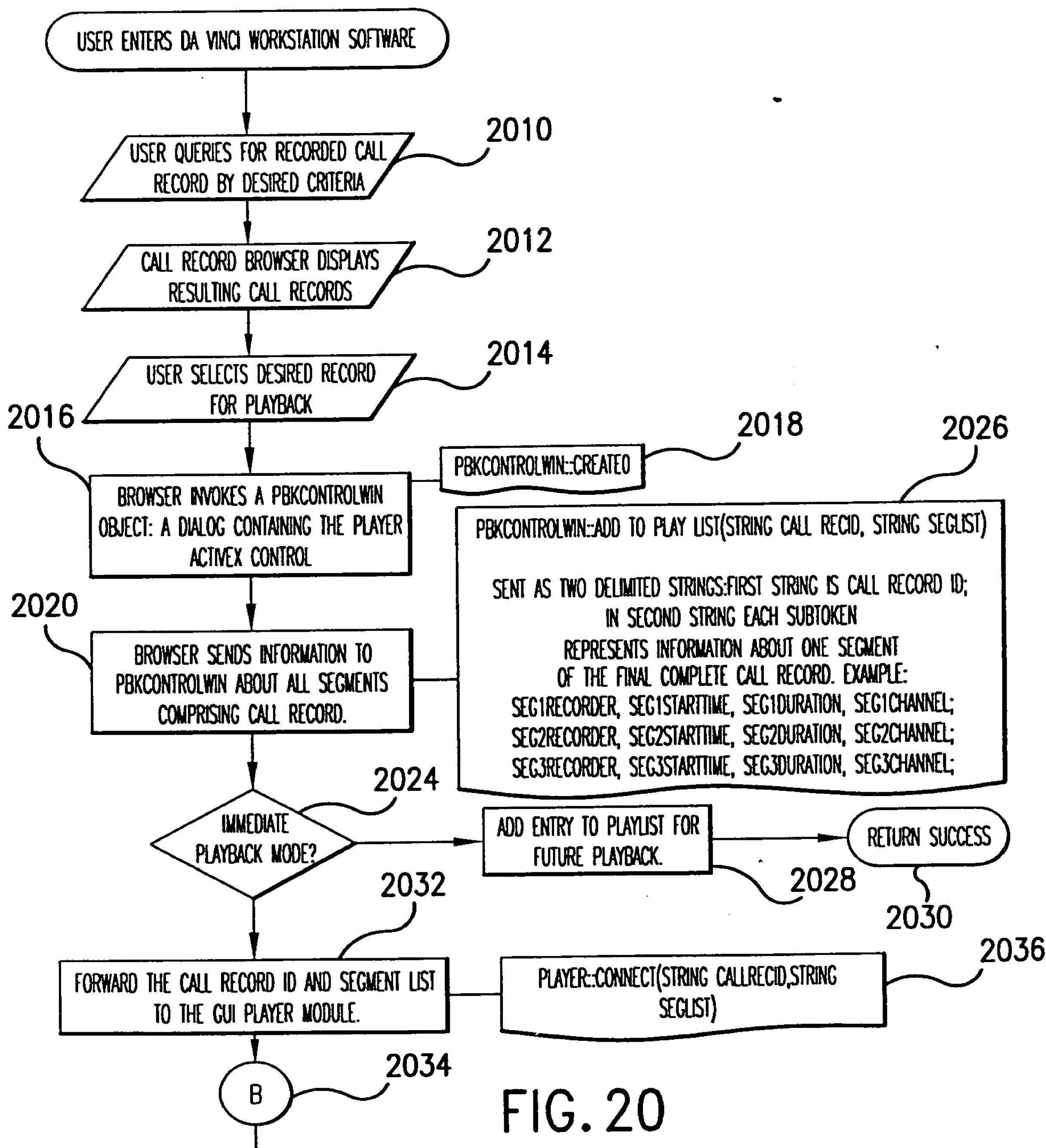


FIG. 20

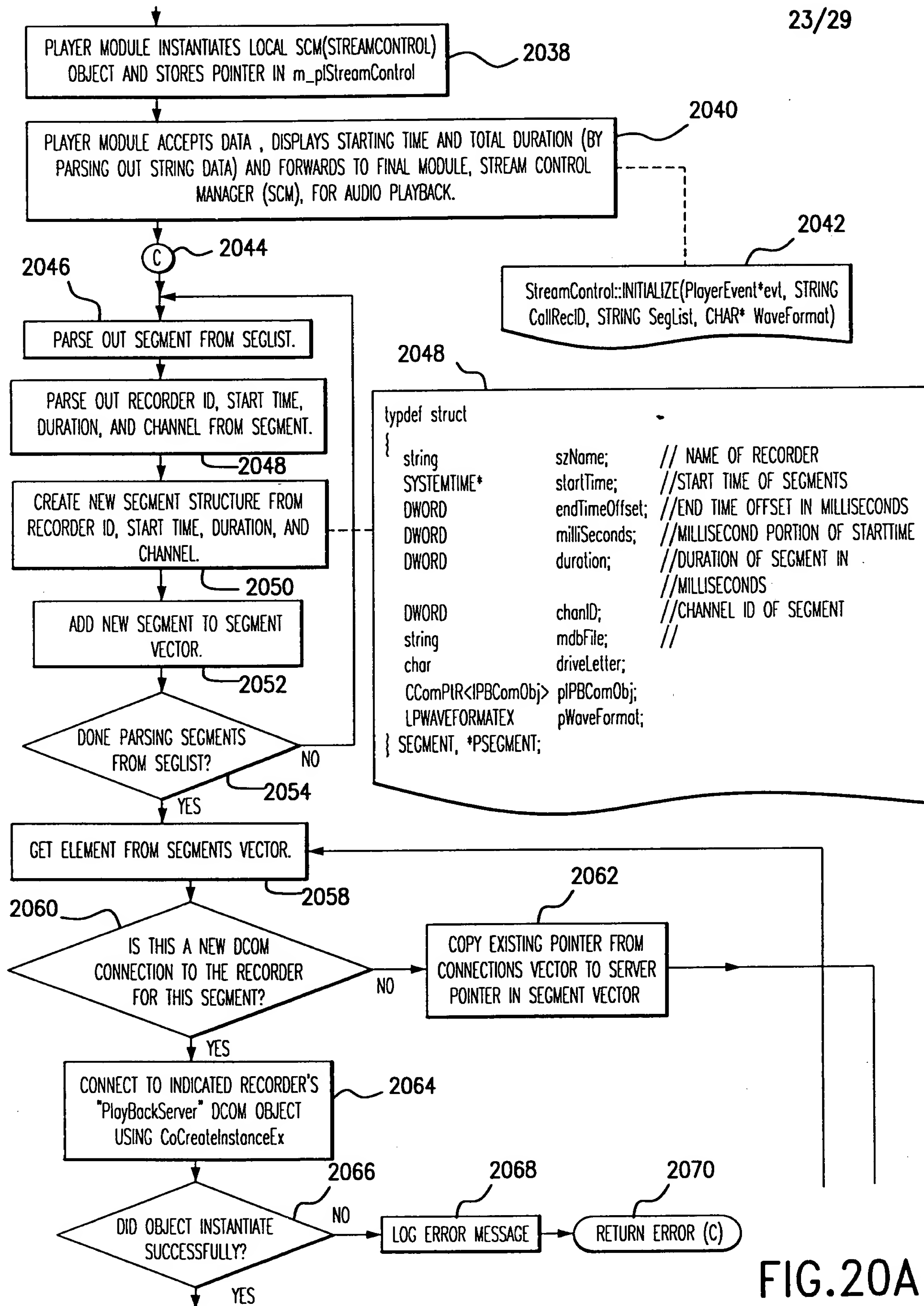


FIG. 20A

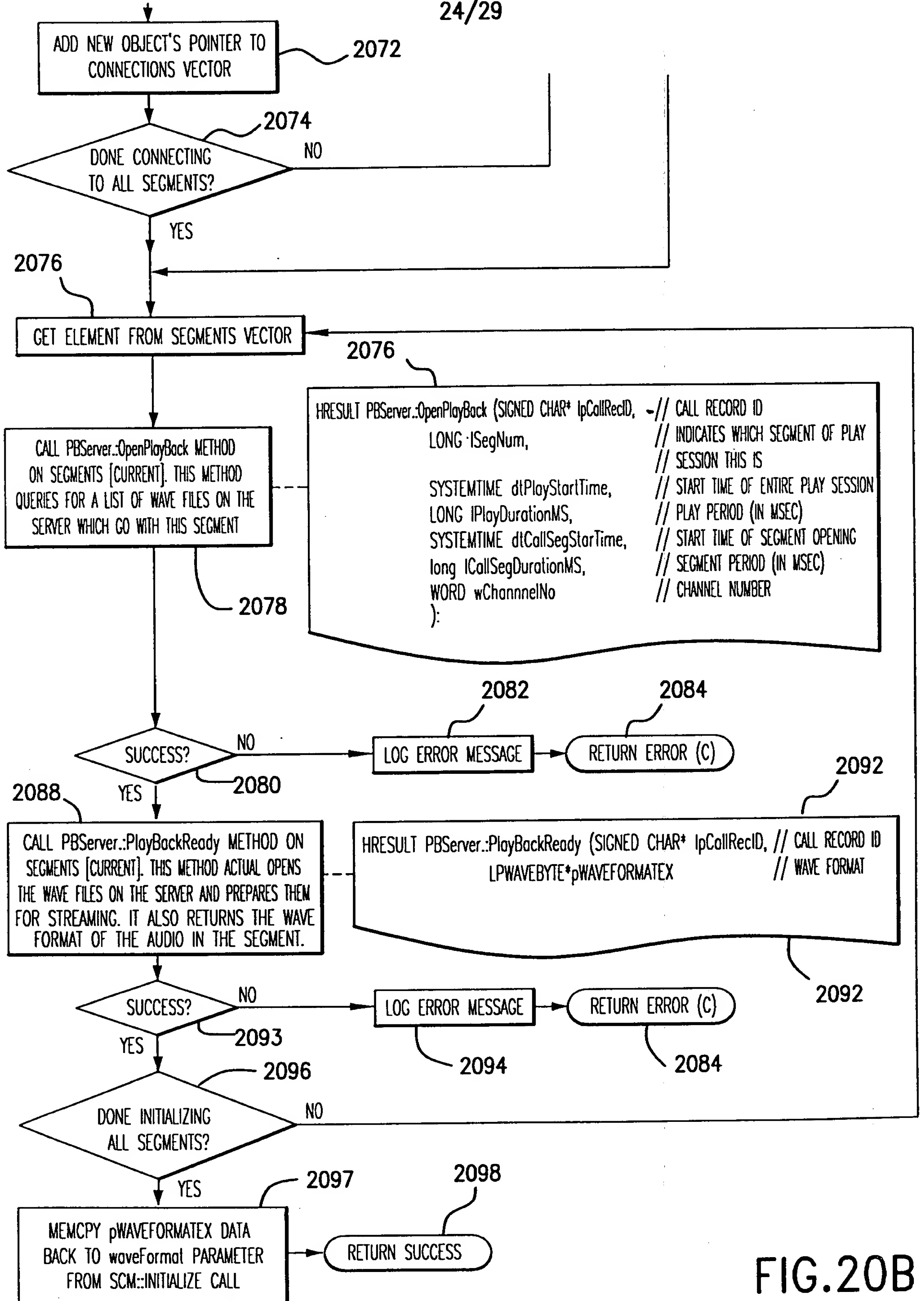


FIG.20B

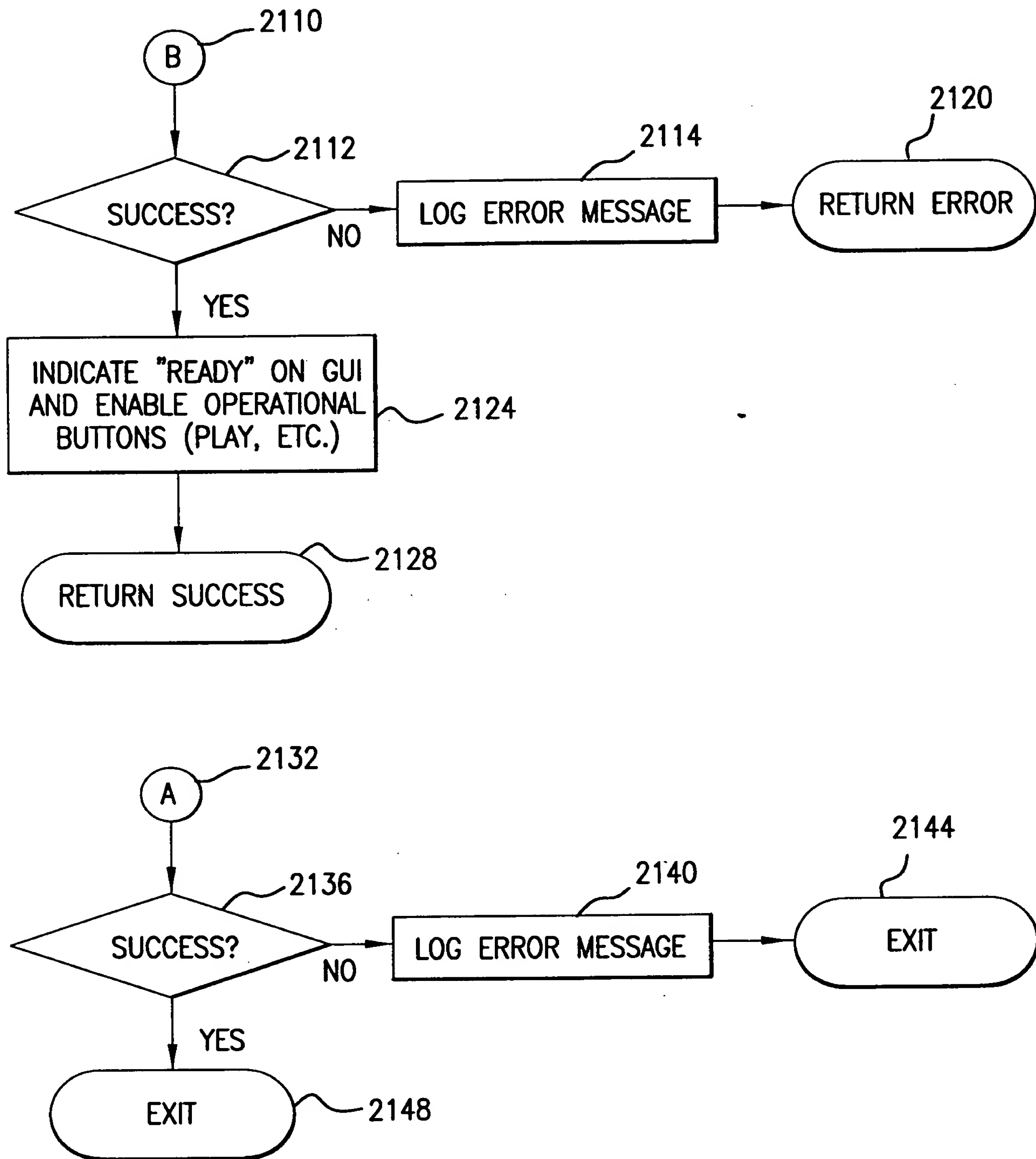


FIG.21

KEY: STREAM CONTROL MANAGER:
PlayBack SEQUENCE

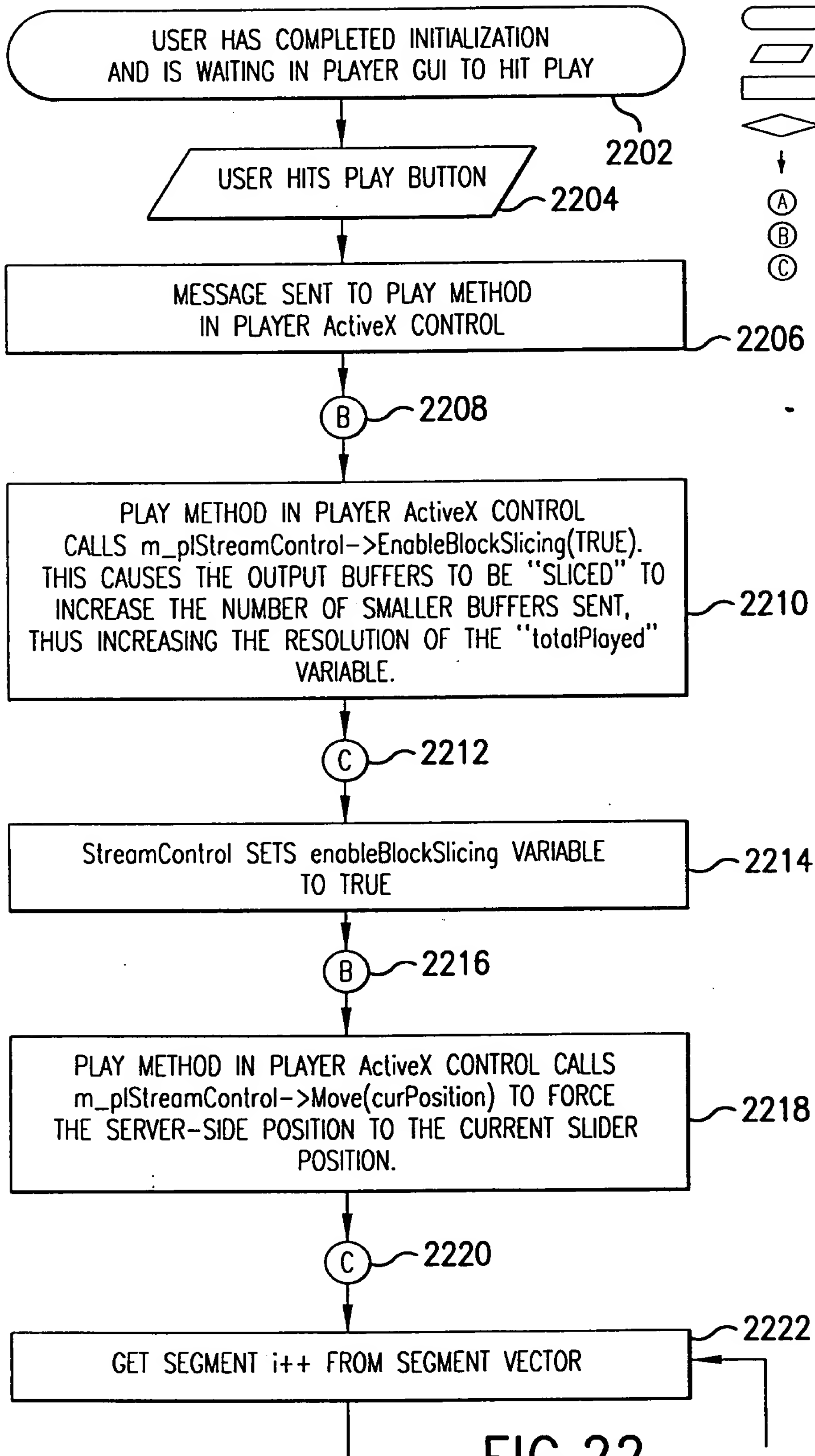
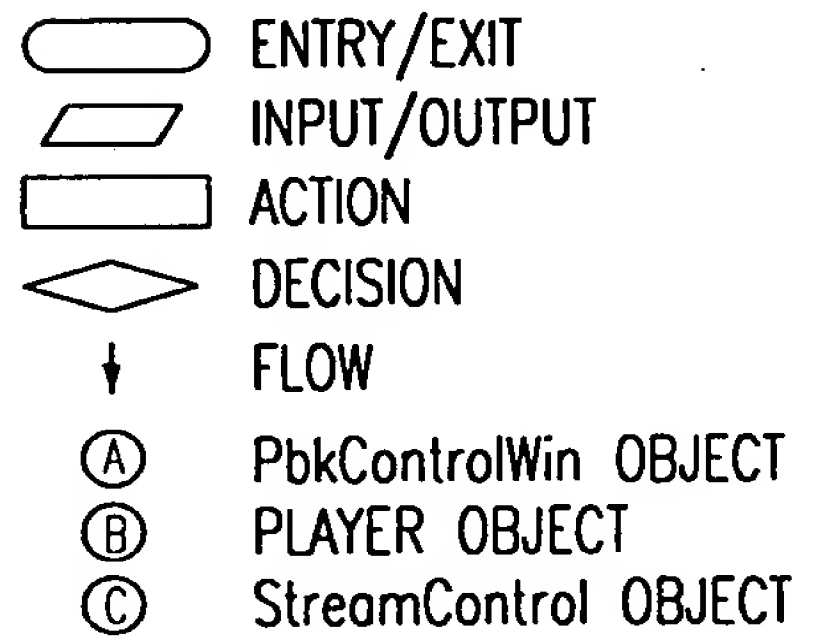


FIG.22

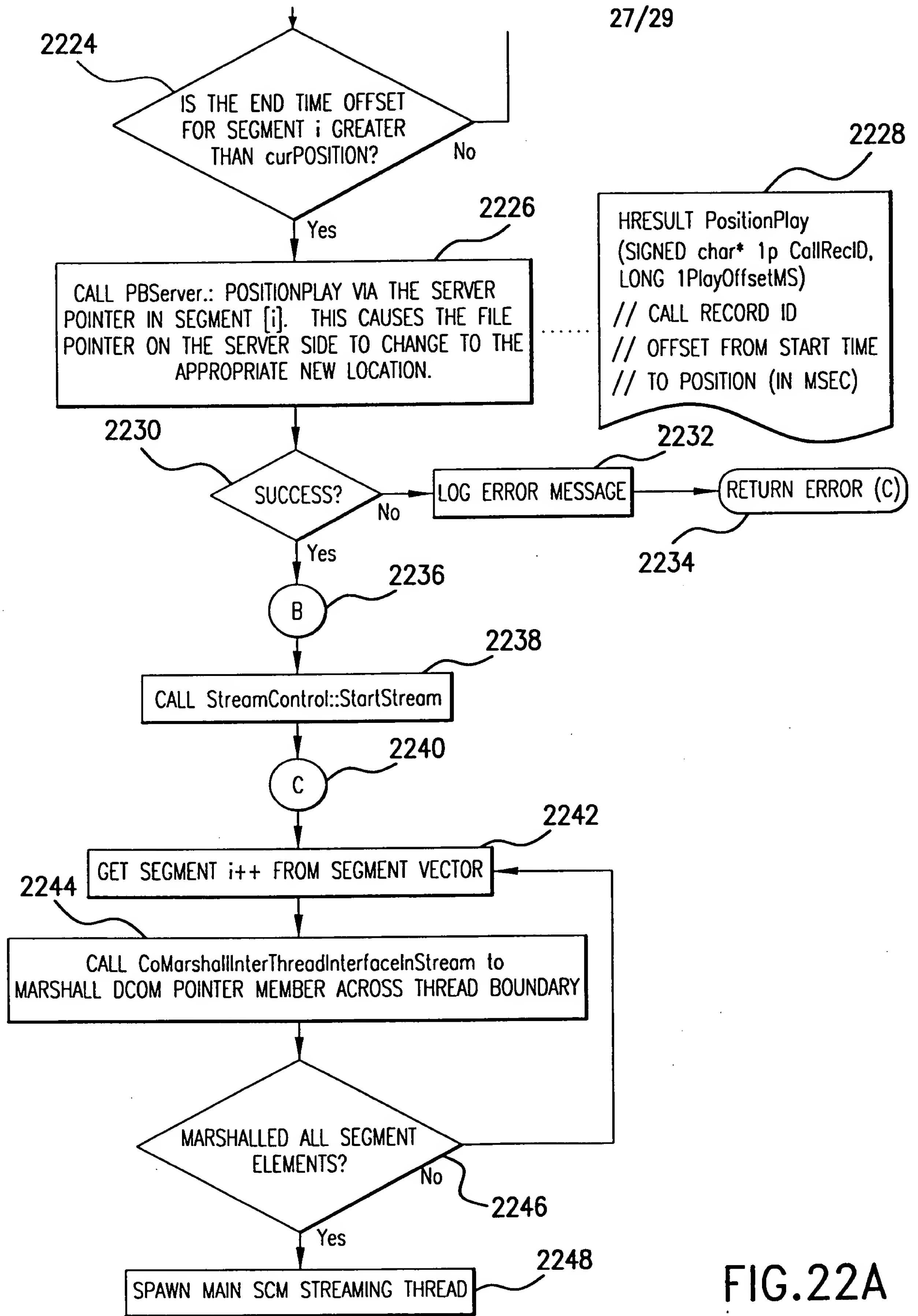


FIG.22A

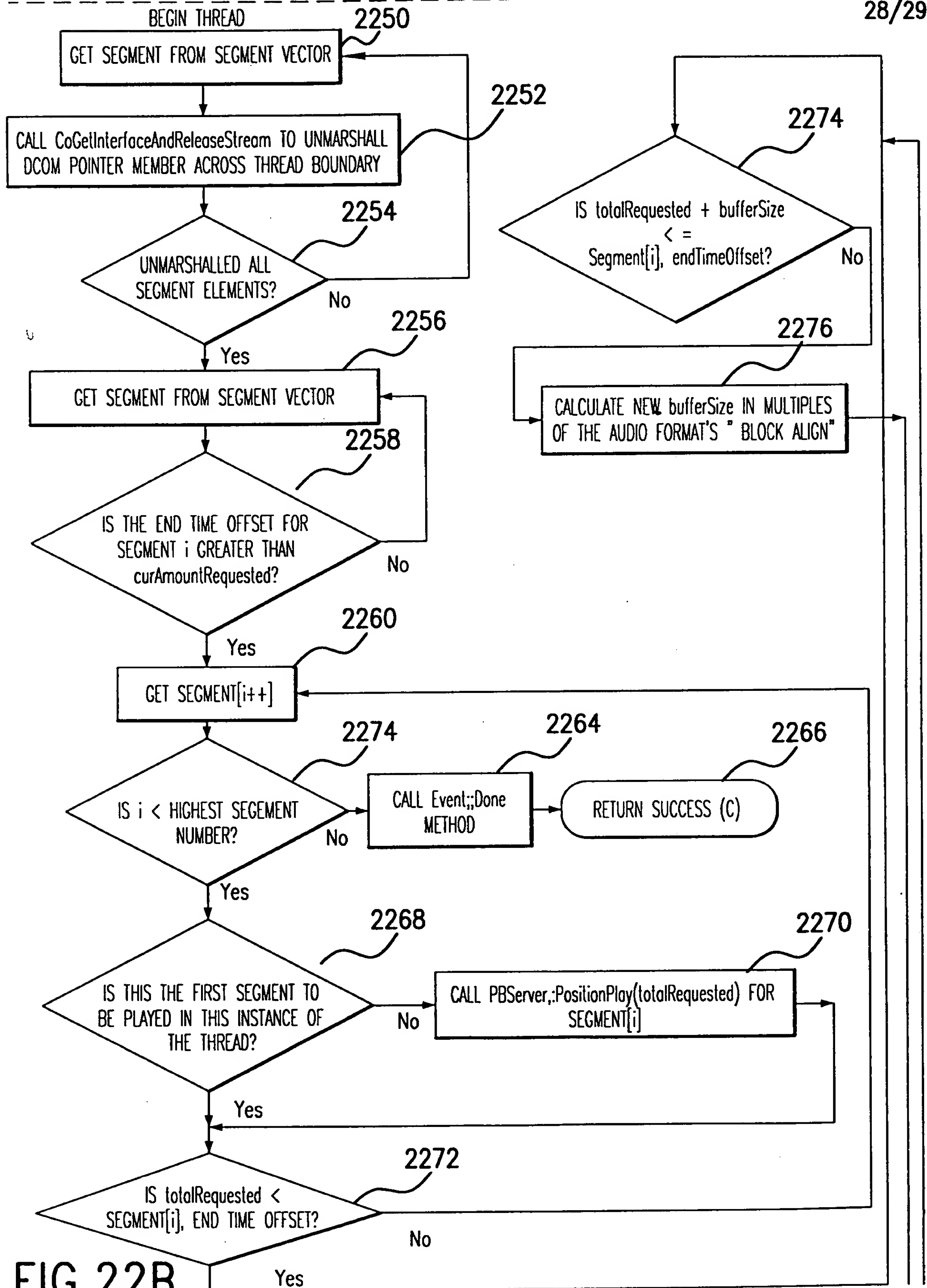


FIG. 22B

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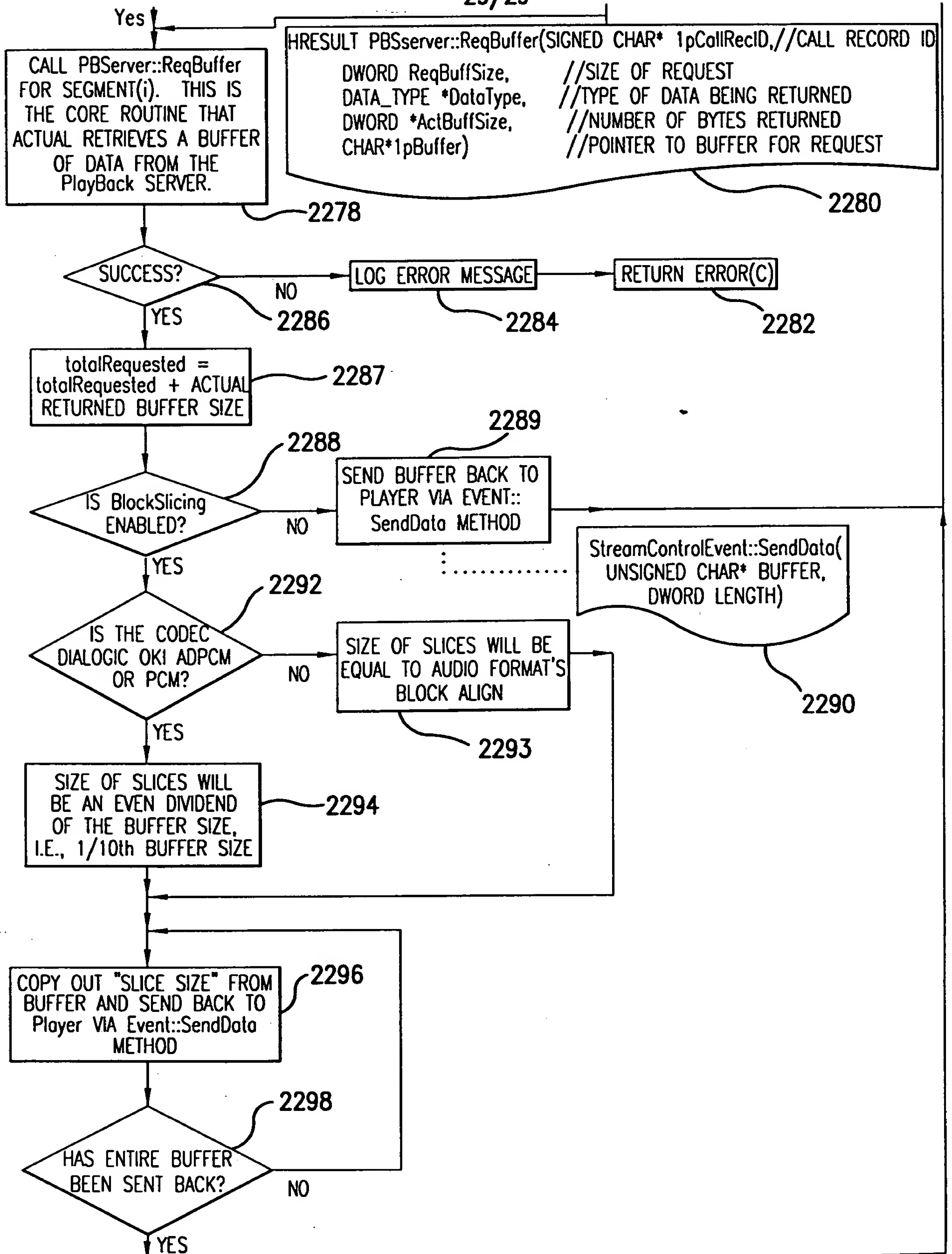


FIG.22C